

Home User Guide

THE LITTLE BRISTOL LANE DEVELOPMENT,
CHARFIELD, GLOUCESTERSHIRE, GL12 8BL

	Water	Gas	Electric
Supplier		-	
Meter Reading		-	
Meter Number		-	
MPRN/MPAN	-	-	
Emergency Contact	Severn Trent	National Grid	Western Power
Emergency Number	0800 783 4444	0800 111 999	0800 365 900

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WELCOME

Firstly welcome to your new home.

This guide has been created with you in mind and aims to help you understand and operate your new home effectively. It has been designed to help you after all of the stress of moving so sit back and relax. The guide firstly introduces you to the key features of your home and under Part One you are provided with a Quick Start Guide which aims to allow you become acquainted with the functions of your home.

Under Part Two you are introduced to the reasons why your home has been build to achieve 3 stars under the Code for Sustainable Homes by explaining climate change and offering practical advice which will help you to reduce household consumption and waste.

Part Three looks in more detail at the strategy & design features of your home and the reasons for their use. It gives guidance on DIY using the best suited materials and products for your home. Emergency information it also provided (should the DIY not go so well). It also looks at how waste, water & energy usage has been reduced in the design and how you can reduce it further through simple changes. Part Four takes a closer look at the development as a whole and the surrounding area suggesting cycle routes and gives details on local amenities and how to make the best use of public transport. It gives contact details for everything that we thought you may need. Part Five is the appendices section which is where you will find all your certificates, cycle routes and bus time tables and anything else we couldn't cram in to the guide itself.

WELCOME

We appreciate that this is a rather long guide and a lot to take in. However it is important that the guide covers all the aspects which will help to reduce the stress and help should something go wrong, so please take your time to read through. We would recommend that you read through the quick start guide as soon as possible as it has everything you need to get started including the bits to touch and the bits not to (lets face it we all like to press buttons). If any problems should arise we recommend you refer back to this guide for assistance and if it does not solve your problem at least you can tell the housing association's customer service representative the page number and picture number so they can look at the guide their end (rather than trying to explain that the 'thingamajig' is broken).

Once again welcome to your new home,

Markey Construction

GETTING STARTED

This document is important. Keep it safe, Know where it is.

0.1.1 Provisions of Information in Alternative Formats

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Knightstone Housing

Central office

Station Road

Worle

Weston-super-Mare

BS22 6AP

phone: 01934 524300

E-mail: mnt@knightstone.co.uk

Web site: www.knightstone.co.uk

Opening times: 8.30am – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.markeyconstruction.co.uk

Please Note: Any instructions issued by Knightstone Housing Association must take precedence over the information provided in this guide.

GETTING STARTED

0.1.2 In an Emergency

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the **ELECTRICITY** at the consumer unit in your Hall by flicking the switch to off

Turn off the **WATER** under the kitchen sink

Your home has also been fitted with a Surestop Remote Water Switch

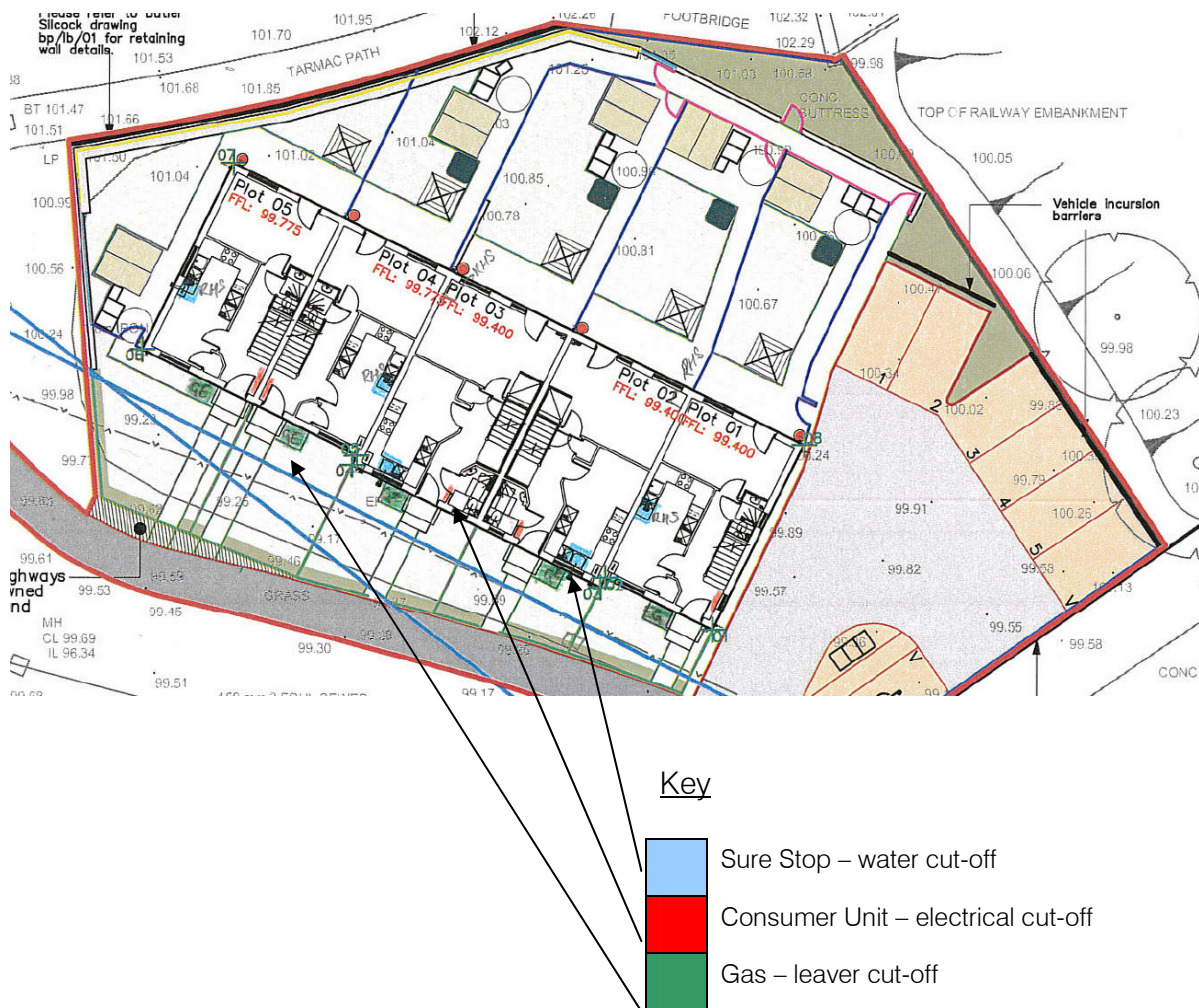
The surestop remote water switch consists of a valve which connects directly into the water supply, situated under your kitchen sink close to the stopcock, simply press the switch to turn the water supply on or off. Installing a surestop means that in the event of an emergency you can quickly turn off your water supply.



In addition it offers peace of mind as you can now easily turn off your water supply when leaving your home unoccupied.

GETTING STARTED

- Location of emergency cutoffs



You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Knightstone's "Tenants' Handbook". Reference should also be made to the Knightstone's "Repair Handbook" provided in the sign-up pack.

GETTING STARTED

0.1.3 Reporting Problems

Please contact Knightstone by the most convenient method for you.

Our registered office address:

Knightstone Housing
Central office
Station Road
Worle
Weston-super-Mare
BS22 6AP

For repairs during office hours 8.30 – 5pm please call:

General Enquiries: 01934 524300

E-mail: mnt@knightstone.co.uk

Web site: www.knightstone.co.uk

Out of hours:

Emergency contact service Invicta Telecare on 01732 781995

(Between the hours of 1700 – 0830)

PART ONE

1.1 Quick Start Guide

1.1.1 Key Features

To help you to reduce the running costs of your home and live in a more sustainable way, your home has been constructed using environmentally friendly materials & products. These materials & products have been selected as they are best suited to keep your living costs down whilst reducing the demand on natural resources and energy intensive manufacturing and construction methods.

1.1.2 Smoke & Fire Alarms

Your home has been fitted with a heat alarm and an optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

1.1.3 Insulation

Your home has been insulated to a very high standard which has helped reduce the demand on your heating system, resulting in lower heating bills, a home that retains heat well and is heated quickly. The environmental benefit is that it you will not require much energy to heat which reduces the amount of carbon emitted.

1.1.4 Timber Frame

A timber frame construction method was chosen it heats up your home quicker. It offers a quicker construction time than a typical masonry structure and requires lower maintenance. The timber which has been used has been sourced from sustainably managed forests which, generally, plant more trees than those that are cut down.

PART ONE

1.1.5 Efficient Boiler

Your home has been fitted with a highly efficient Baxi DuoTec 2 Combi Boiler which will help reduce the heating costs within your home when compared to a typical boiler. As with most boilers the heat is distributed through the radiators found throughout your home. These can be controlled individually either through the Thermostatic Radiator Valves (TRV) which is on the radiator itself or through the master control which can be found in the hall of your property.

1.1.6 Rainwater Harvesting

A rainwater harvesting system has been installed on your property to reduce the demand of mains water. This will help reduce the cost of water bills by providing a free source of water. It also helps to reduce the risk of flooding by storing water onsite rather than water running directly into storm drains. This water can then be used to flush toilets in your home.

It requires no maintenance and you will not even know its there. The water is collected from your downpipes and is then stored in a tank under the parking area. It is then pumped in a tank in your attic and used as and when required. If the tank is full it will automatically flow into the surface water drainage and when it is empty it will automatically select water from the mains.

1.1.7 Mechanical Ventilation Heat Recovery (MVHR)

The MVHR in your home works simply by extracting the air from the polluted sources e.g. kitchen, bathroom, toilets and utility rooms and supplying air to the 'living' rooms e.g. bedrooms, living rooms, studies etc. The extracted air is taken through a central heat exchanger and the heat recovered into the supply air. The MVHR provides fresh air and improved climate control, while also saving energy by reducing heating (and cooling) requirements.

PART ONE

1.1.8 General Advice

- Your external refuse bins will have already been provided. However should you have any concerns or need any further advice on waste and recycling please contact South Gloucestershire Council on 01454 868000 or visit www.southglos.gov.uk.
- Your home has been designed to live in for an entire lifetime. This means that provisions have been made for your home to be adapted as and when it needs to be. If required a home office can be created in one of the bedrooms meaning that you have enough space for a desk as well as a bed with additional sockets and telephone/internet connection. There are provisions for a lift to be installed in your living room should you need it, a stair lift, a spur for a electric fire in your living room and, in your kitchen a work counter and unit has been designed to be easily removed should you need to install a dishwasher or tumble dryer with a spur behind the unit. For added security there is also a spur for an intruder alarm should you wish to have one installed
- Your garden is yours to enjoy, but please do not remove or adjust the planting in your front garden without consulting your Neighbourhood Housing Officer, you may be charged.
- The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01934 524300.

PART ONE

1.1.9 Tips

- Your housing association hold no responsibility for your contents so please ensure that you arrange a comprehensive contents insurance policy to cover you for fire, burglary, house break-in, storm and flood damage and other risks as soon as you move in.
- If you are installing digital television, please be aware that the wiring has already been done for you. Make the engineer aware to avoid unnecessary cabling around your house.
- When carpeting the stairs please screw down carpet grips rather than nail as this will avoid damage and creaky stairs.

PART ONE

1.2 Installations

1.2.1 Internal Lighting

Kitchen Lighting



JCC Down light – Fire Rated

(Phillips LED lamp – 6 watt)

bulbs available from most DIY stores

Bathroom



Located in your bathroom is a [Robus Golf R282D+LE](#) with 28W 4 pin lamp. It has a 3 hour maintained emergency duration and a 12 000 hour lamp life

bulbs available from most DIY stores



Lighting in other areas

2 pin light fitting

1.2.2 External Lighting

At the front of your property an ASD half lantern has been fitted.



PART ONE

1.2.3 The Bathroom



- Light & Shaver Socket

In your bathroom you will find a light above your sink, to operate simply pull the cord. The Shaver Socket operates independently of the light.

It is also worth noting that a future spur has been provided to allow for a powered window in the properties that have a vanity unit which restricts the ability to operate the window.

1.2.4 The Kitchen

In your kitchen you will find a grid switch that operates the following:



W/M Washing Machine

F/F Fridge Freezer

Hood Cooker Hood



This is the cooker switch.

There are also plenty off additional sockets for your appliances



Similarly to bathrooms, any property which has a work top limiting the ability to operate the window effectively without stretching has been provided with a future spur to allow for a powered window.

PART ONE

1.2.5 The Hall

- Electrical consumer unit

A [Crabtree Loadstar](#) consumer Unit has been installed which has been designed to British and International standards.



A consumer unit is fitted with fuses and is often referred to as a "fuse box".



- Thermostat

The [Myson MPRT](#) thermostat provides temperature control for your heating.

1.2.6 The Garden

Your garden is yours to enjoy, but please do not remove or adjust the planting in your front garden without consulting your Neighbourhood Housing Officer.

The site planting scheme is usually part of the planning consent and if we have to replace any planting that you have removed, you may be charged.

Boundaries

The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01934 524300.

PART ONE

1.3 Links, References and Further information

Knightstone Housing

Central office, Station Road, Worle
Weston-super-Mare, BS22 6AP

01934 524300
mnt@knightstone.co.uk

South Gloucestershire Council

The Council Offices, Castle Street,
Thornbury, Bristol, BS35 1HF

01454 868009

E-on

PO BOX 7750,
Nottingham, NG1 6WR

0345 052 0000

Severn Trent

Severn Trent Water Ltd, Customer Relations,
PO Box 5310, Coventry, CV3 9FJ

08457 500 500
customer.relations@severntrent.co.uk

PART TWO

2.1 Climate Change

2.1.1 What is Climate Change?

'Climate Change' refers to changes in the earth's temperature over the last 100 years. Changes in climate can be caused by adjustments to climatic systems such as a volcanic eruption and cyclical changes in solar activity.

Today, climate change is most often used in to depict an anthropogenic (human) change to climate. The principal way in which humans are understood to be affecting the climate is through the release of greenhouse gases into the atmosphere.

Climate Change is used interchangeably with "global warming" both of which reflect a trend of warming that scientists have observed over the past century. Climate Change is a more fitting term than global warming, as climate change describes the broader changes in climate.

2.1.2 The Cause of Climate Change

There is now strong evidence and almost universal agreement between scientists & academics that significant recent global warming can not be explained just by natural causes. Humans are changing the climate by their actions through heating our homes, running our cars, construction and manufacturing all of which emit greenhouse gases, which warm the atmosphere.

In the last 100 years, the Earth has warmed by 0.75 degrees Celsius. Global sea levels have risen, glaciers and sea ice have melted, and extreme weather events, like floods and droughts, have been more frequent and unpredictable.

PART TWO

2.1.3 The Effects of Climate Change

The effects of climate change can be seen in the UK and around the world. UK temperatures, including those of British coastal waters, have already risen. Globally, extreme weather is predicted to become more common and to have a negative impact on humans, animals and plants.

Globally, 2000 to 2009 was the warmest decade since records began in 1850. The average temperature of the atmosphere near the Earth's surface has risen by about 0.75 degrees Celsius since around 1900.

The overwhelming view amongst climate science experts is that, if we continue to emit greenhouse gases:

- global temperatures could rise between 1.1 and 6.4 degrees above 1980 to 1999 levels
- this could happen by the end of the 21st century

The exact amount depends on the levels of future greenhouse gas emissions.

PART TWO

2.1.4 What Can Be Done?

Tackling climate change will be one of the most important things this generation does, and everyone needs to get involved. Every day, more and more people are taking actions to help reduce carbon emissions and tackle other environmental problems. Here are some ideas about how you can help.

1. Save energy and water at home

The energy you use at home is likely to be your biggest contribution to Climate Change. 80 percent of the energy used goes on heating and hot water, so this is a good place to look for savings.

2. Getting around

Travel accounts for around a quarter of all the damage individuals do to the environment, including climate change effects.

3. Eating and Drinking

Producing, transporting and consuming food is responsible for nearly a fifth of our Climate Change effects. Some foods have a much bigger impact on the environment than others.

4. Recycling and cutting waste

Reducing, reusing and recycling waste saves on the raw materials and energy which are needed to make new paper, metal, glass and other items. Saving energy helps tackle climate change.

5. Greener shopping

There are now lots of choices you can make when shopping that help take care of the environment.

PART TWO

2.2 Energy Saving Tips

10 ways to save energy, money, and help prevent climate change.

1.	Turn your thermostat down	Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
2.	Check your thermostat	Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
3.	Stop heat escaping	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
4.	Check your lights	Always turn off the lights when you leave a room.
5.	Turn off appliances	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
6.	Wash full loads	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
7.	Use what you need	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
8.	Turn off taps	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
9.	Energy saving light bulbs	They last up to 10 times longer than ordinary bulbs, and using one can save you around £40 over the lifetime of the bulb.
10.	Energy saving trust	Visit www.est.org.uk and carry out a home energy check. By answering a few simple questions about your home you will receive a free, impartial report telling you how you can save on your household energy bills.

PART TWO

2.3 The Code for Sustainable Homes (CSH)

The Code for Sustainable Homes (CSH) is an environmental assessment method for rating and certifying the performance of new homes. It is a scheme lead by the Department of Communities and Local Government (DCLG) and has been created to encourage continuous improvement in sustainable home building.

2.3.1 Scope and Scoring

The Code uses a sustainability rating system – indicated by 'stars', to communicate the overall sustainability performance of a home. A home can achieve a sustainability rating from one (*) to six (*****) stars depending on the extent to which it has achieved Code standards. One star is the entry level – above the level of the Building Regulations; and six stars is the highest level – reflecting exemplar development in sustainability terms.

The sustainability rating which a home achieves represents its overall performance across the nine Code design categories, these include:

- Energy
- Water
- Materials
- Surface water run-off
- Waste
- Pollution
- Management
- Health and well-being
- Ecology

PART TWO

2.4 Detailed Operations

2.4.1 Thermostat

To make things as simple as possible we have already set up your thermostat and heating system. So that you have an idea of what everything means a diagram of the thermostat has been provided below.

Thermostat Controls Layout



On your MPRT unit you set the value of three temperatures, Low, Medium and High.

“Low” is typically a night setting, “Medium” an afternoon setting, and “High” a morning and evening setting. Your MPRT will then operate your heating to maintain these MPRT will then operate your heating to maintain these MPRT temperature settings.

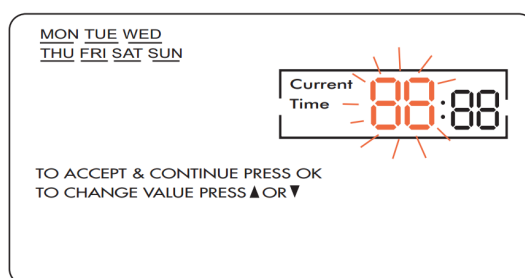
Follow steps 1 to 3 on the following page.

PART TWO

1. Setting the clock

Hold down 'Heat times' for 5 seconds.

This screen appears:



Use **UP** and **DOWN** buttons to alter the blinking text (hours). Press **OK** to proceed to minutes and change using **UP** and **DOWN**.

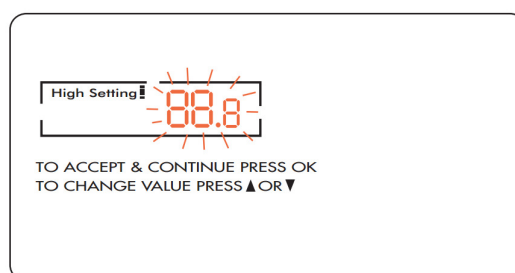
Press **OK** to proceed to day and change using **UP** and **DOWN**.

Press **OK** and the time is now set and the screen returns to normal.

2. Setting the temperature

Press H.

This screen appears:



Use **UP** and **DOWN** to set the 'High' temperature.

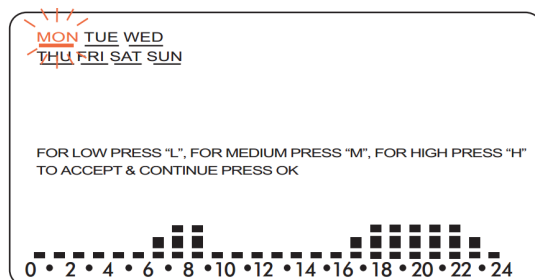
You have now set your high temperature. Press **OK** and the screen will return to normal.

PART TWO

3. Setting the heating times

Press **HEAT TIMES**.

This screen appears:



NOTE:

If the screen above appears without the days of the week displayed it means the room unit has been set up to give the same temperatures every means the room unit has been set up to give the same temperatures every means the room unit has been set up to give the same temperatures ever day. If you wish to change this set up to enter for individual days press **OK** to exit. Then press **UP** and **DOWN** together and hold down for 10 seconds.

Press **HEAT TIMES** to enable daily time settings. Press **OK** to accept.

Now press and follow the instruction below.

(To revert to the same programme each day repeat the above process.)

When the daily programme is enabled, the bar graph shows the temperatures for the 24 hours of Monday. A Low temperature is indicated by -, a Mid temperature by -, and a High temperature by = . If you are happy with the temperatures entered for Monday, Press **OK**.

Tuesday's temperatures appear.

If you are happy with these temperatures press **OK** again, and so on to Sunday.

Press **OK**. The screen returns to normal.

PART ONE

Smart Start

“SMART START” varies the start-up times to ensure that the building achieves temperature by the required time.

The smart start system is continually learning the temperature rise requirement, delaying the start up of the system, therefore saving energy during milder weather.

SETUP FOR SMART-START.

To toggle the Smart-Start function between enabled and disabled, hold UP and DOWN together for 10 seconds.

The button can now be used to toggle Smart-Start between active and deactivated.

PART TWO

2.5 Links, References and Further information

Energy Savings Trust

21 Dartmouth Street,
London, SW1H 9BP

0800 512 012
www.est.org.uk

Act on CO²

Whitehall Place,
London, SW1A 2AW

0800 512012
www.direct.gov.uk/ActOnC

Department of Energy and Climate Change

3 Whitehall Place,
London, SW1A 2AW

0300 060 4000
www.decc.gov.uk

Met Office

Fitzroy Road,
Exeter, EX1 3PB

0870 900 0100
www.metoffice.gov.uk

Stroma

Pioneer Way, Castleford,
West Yorkshire, WF10 5QU

0845 621 11 11
www.stroma.com
info@stroma.com

BRE

Bucknalls Lane,
Watford, WD25 9XX

01923 664000
www.bre.co.uk
enquiries@bre.co.uk

PART THREE

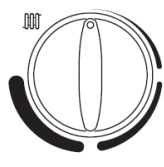
3.1 Environmental Strategy & Design Features

3.1.1 Efficient Boiler

Your home has been fitted with **Baxi DuoTec GA33 Combi** highly efficient boiler which converts at least 86% of the fuel it burns into heat. For this reason it is 89.0% efficient and is the highest SEDBUK (2009) (which is the Government's top level) and will save on your heating bills and help the environment by using less fuel.

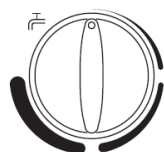


Operating instructions



Central Heating Temperature Control

Turn the knob clockwise to increase or anticlockwise to decrease the temperature. Range 25 - 80° C.



Domestic Hot Water Temperature Control

Turn the knob clockwise to increase or anticlockwise to decrease the temperature.



Central Heating System Pressure

The normal operating water pressure is between 1 and 2.0 bar. If the pressure exceeds 3 bar the safety pressure valve will operate and a fault is indicated. Contact your Installer.

PART THREE



Central Heating Indicator - The indicator will illuminate when the boiler is in the central heating mode.



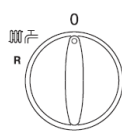
Domestic Hot Water Indicator - The indicator will illuminate when hot water is being supplied to a tap or shower.



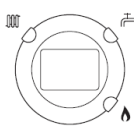
Burner On Indicator - The indicator will illuminate when the burner has fired and is heating your central heating or domestic hot water.



Boiler Output Temperature - In either the central heating or domestic hot water position the display will illuminate showing the current boiler temperature in degrees centigrade.



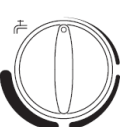
ON/OFF/Reset
Selector Switch



Display



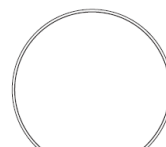
Central Heating
Temperature Control



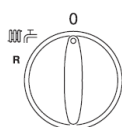
Domestic Hot Water
Temperature Control



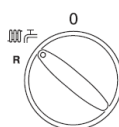
System Pressure Gauge



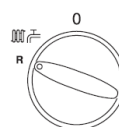
Position of
Option



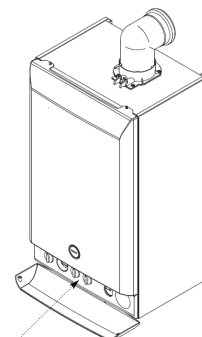
OFF Position
The boiler will not operate.



Central Heating & Hot Water
Both Heating & Hot Water will operate.



Reset
Hold for approx 5 seconds and release



Boiler Controls - see opposite page
for Operating Quick Reference Guide

PART THREE

3.1.2 Rainwater Harvesting

How the System Works

- A 10,000l heavy duty underground tank collects filtered water through the vortex filter from all of the down pipes from the roof area.
- The filtered rainwater is pumped from the underground tank via a duty and standby submerged pump to the header tank in your loft space
- This can then be used to flush the toilets within your home
- When there is little rainwater and the tank is running low the demand will automatically switch to your mains water supply.

Please note that this is a fully automated system and will require no intervention from tenants. Should you have any issues please contact the housing association who will contact the appropriate persons.

PART THREE

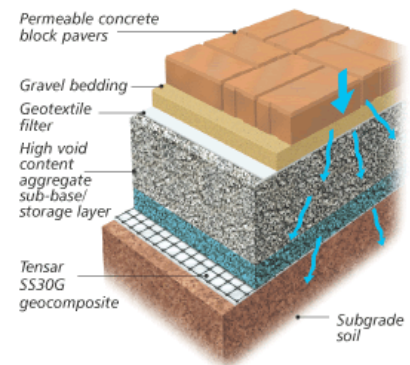
3.1.3 Sustainable (Urban) Drainage Systems

SUDS is designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.



They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment.

Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water.



SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration evapo-transpiration (e.g. from a Green roof)

PART THREE

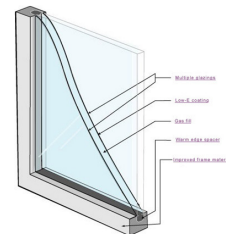
3.1.4 Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

Your home has been constructed using a [Prestoplan System](#) which is a open panel system which is wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.

3.1.5 Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.



3.1.6 Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



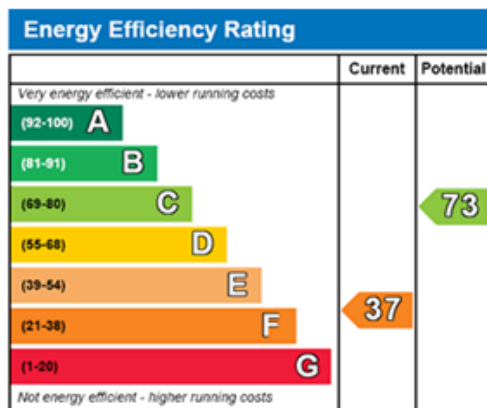
PART THREE

3.2 Energy Usage

3.2.1 Energy Performance Certificates

Better known as (EPCs) they give you information on how to make your home more energy efficient and reduce carbon dioxide emissions. All homes bought, sold or rented require an EPC. Around 27 per cent of the UK's carbon dioxide emissions come from domestic homes.

In the appendices of this guide you will find one that is specific to your home.



Example of energy efficiency rating graph for homes

What they tell you

An EPCs contain:

- information on your home's energy use and carbon dioxide emissions
- a recommendation report with suggestions to reduce energy use and carbon dioxide emissions

Energy use and carbon dioxide emissions

EPCs carry ratings that compare the current energy efficiency and carbon dioxide emissions with potential figures that your home could achieve. The rating measured using an 'A' to 'G' grading system. With 'A' being the most efficient, while 'G' is the least efficient. The average efficiency grade to date is 'D'. All homes are measured using the same calculations, so you can compare the energy efficiency of different properties.

PART THREE

3.2.2 Details of EU labeling scheme for white goods

The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; [Dishwashers](#), [Washing Machines](#), [Freezers](#), [Fridge Freezers](#) and [Refrigerators](#).

All of which require a D rating or above.

In the appendices you will also find a [Shopper's Guide to Green Labels](#) which has been provide by [Defra](#), [The Department for Environment, Food and Rural Affairs](#). This will help you understand environmental labels on products



PART THREE

3.2.3 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

PART THREE

3.3 Water Usage

3.3.1 Sanitary Ware



Kitchen taps

Pegler 2523QT Pillar Pattern Sink Mixer. Dualflow tubular spout with a 4 litres per min flow restrictor fitted



Toilets

The Ideal Standard Sandringham Dual Flush that operates using 4 or 2.6 litres of water.



Shower

The Triton T70z electric shower that has been installed requires regular cleaning. The showerhead MUST be regularly cleaned to remove scale and debris.



Bath Volume

Twyford 1700 x 700mm Luna 195 litre bath



Hand basin

Pegler Performa 2159QT mixer with a flow rate of 3 litres per min

PART THREE

3.3.2 Advice to Users

OPERATING THE SHOWER

To start the shower

Turn the power selector to; Cold, Economy or High and the water will flow.

To stop the shower

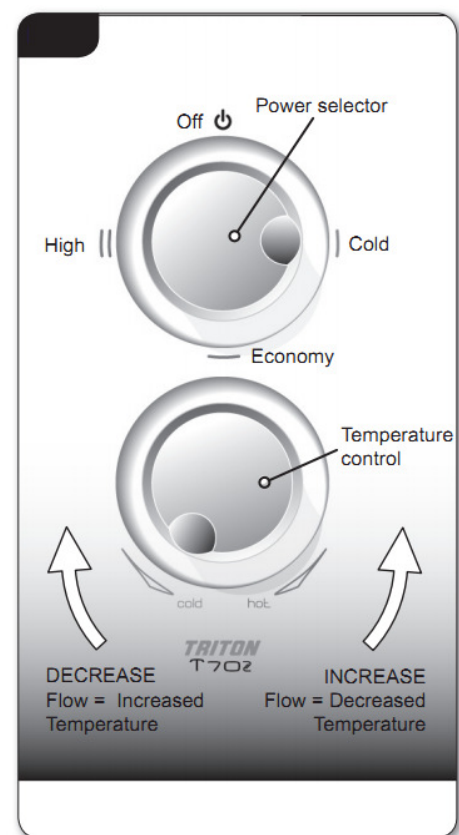
Turn the power selector to the OFF position.

To use the power selector

The power selector has three "On" positions COLD, ECONOMY and HIGH.

Note: If the stated flow rate required for the unit cannot be met due to low water pressure, it will be necessary to operate the unit on this setting during the warmer months because of flow rate limitations entering the unit.

This setting should normally be regarded as optimum shower performance throughout the year. Temperature adjustment is via the temperature control.



PART THREE

To adjust the shower temperature

The water temperature is altered by increasing or decreasing the flow rate of the water through the shower via the temperature control. After obtaining your showering temperature, the knob can be left as the normal setting and should only need altering to compensate for seasonal changes in ambient water temperature.

(1) The electric heating elements operate at a constant rate at your chosen power setting. It is the rate of the water passing through the heater can which determines the water temperature. (The slower the flow, the hotter the water becomes; the faster the flow, the cooler the water.)

(2) During winter the mains water supply will be cooler than in the summer, so the flow rate will vary between seasons at any one temperature setting. At different times of the year you may have to adjust the position of the temperature control to maintain your desired temperature setting.

(3) The stabiliser valve minimises variations in shower temperature during mains water pressure changes. If changes in shower temperature are experienced during normal use, it will most likely be caused by the water pressure falling near to or below the minimum level. The drop in pressure may be due to water being drawn off at other points in the house while the shower is in use. If pressure drops appreciably below the minimum, the heating elements will automatically cut out.

If ever the water becomes too hot and you cannot obtain cooler water, first check that the spray plate in the showerhead has not become blocked.

DO NOT place items such as soap or shampoo bottles on top of the unit. Liquid could seep through the joint between the cover and backplate and possibly damage the sealing rubber.

PART THREE

3.3.3 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; all wash hand basin taps have flow regulators which limits the flow to 3 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

PART THREE

3.3.4 Water Butt

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Garden watering is the largest element of domestic external water use in our homes; hoses and garden sprinklers can be extremely wasteful of water and a sprinkler can use the same quantity of water in an hour as an average family of four would use in a day. Depending on size and pressure, hoses and sprinklers can use upward of 540 litres of water per hour.

By using your water butt you are taking advantage of this free resource whilst reducing the amount of water being discharged into drains and watercourses; helping to reduce the risk of localised flooding and importantly reduce your water bills.

There are various other products on the market that can also help to reduce the water demand with your garden, for example:

- Drought resistant turf specifically designed to minimise the requirement for watering
- Highly efficient garden irrigation systems
- Water storing gels which hold water and releases it as the soil dries
- Soil conditioners and composts which enable greater water storage
- Even waterless car wash systems are available.

PART THREE

3.3.5 External water use and efficiency

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
-
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

PART THREE

3.4 Waste & Recycling

3.4.1 Your household refuse and recycling service

All residents will need to contact South Gloucestershire Council to order their refuse bins and recycle boxes. Please call [01454 868009](tel:01454868009) or visit www.southglos.gov.uk

Services include:

Recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Black bin, plastic bottles and food	Mondays	Fortnightly (opp. week to green bins)
Green bin, green box, green bag, cardboard and food	Mondays	Fortnightly (opp. week to black bin)

PART THREE

The green recycling and refuse bin is collected fortnightly. Please ensure your bin & box is placed at the kerbside by 6am along with your refuse sacks every other week.

Week1.

Recycling Bin Collection

- 55 litre **recycling box** is to be used for; Glass, Cans, Textiles and other materials
- a 60 litre **green bag** for paper
- a 60 litre **green bag** for cardboard
- And a large 25 litre food caddy



Week2.

Refuse and Plastic bottle collection

- a 240 litre **black bin** for household waste which cannot be recycled
- a 60 litre **white bag** for plastic bottles.



We encourage all residents to recycle as much as possible before putting anything in the black wheelie bins. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. [Householders not taking reasonable measures to do so could face fines of up to £5,000.](#)

PART THREE

3.4.2 Garden waste collection

There is currently no information on the South Gloucestershire Council website. Should you require further information please call 01454 868000.



3.4.3 Information on recycling bins and their location



Within your kitchen cupboard you will find a fitted 30 litre bin for recyclable household waste. This is to assist you with recycling and is in addition to your domestic waste bin.

PART THREE

3.4.4 Waste and Resources Action Programme (WRAP)

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

WRAP works in England, Scotland, Wales and Northern Ireland to help businesses and individuals reap the benefits of reducing waste, develop sustainable products and use resources in an efficient way.

Areas WRAP Impacts on

Waste prevention

Both at home and at work WRAP seeks to reduce the amount of waste produced protecting natural resources whilst cutting costs and reducing carbon footprints.

Collecting and sorting

Helping people to recycle as much of their waste as possible to reduce the amount of rubbish being sent to landfill and reduce the need to extract materials.

Recycling and reprocessing

Helping the UK recycling and reprocessing sector to create demand for recyclable material.

Market development

Helping with the recycling of material through efficient processes creating high-value products and suitable market demand.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

PART THREE

3.4.5 Recycling

The local authority offers a bulky domestic waste collection service for the removal of large household items, from outside your home. Before disposing of any unwanted furniture or goods please consider donating your unwanted goods to one of the organisations below. This will save you the cost of disposal and will enable others to reuse you unwanted items.



Furniture Recycling Project

10 John Street,
Stroud,
Gloucestershire
GL5 2HA

01453 767771

Emmaus Gloucestershire

Secondhand Superstore
Chequers Road
Gloucester
GL4 6PN

01452 413095

British Heart Foundation Re-use shop

92-96 Northgate Street
Gloucester
Gloucestershire
GL1 1SL

0844 248 9133

Advertise your unwanted items for free at;

www.freecycle.org

www.ilovefreegle.org

**And remember you can also obtain items from
here for free as well!**

You could always sell your unwanted goods on ebay, news agents window or even in your local paper

PART THREE

3.4.6 Bulky Waste Collection

However if these options are not suited you can use the local authorities collection service;

They provide residents with a collection service of household items. Typically these would include pieces of furniture and free standing objects, such as those you would take when moving house. Through this free service we will [not collect household fixtures & fittings or DIY / building waste](#) (See below).

Items that are too big to fit in your wheelie bin are called bulky waste. We collect up to three bulky items at a charge of £20.00 per collection.

If you receive Income Support, Pension Credit or Income Related Job Seekers Allowance your household is entitled to two free bulky waste collections, per household, per financial year. We require proof that you are in receipt of Income Support, Pension Credit or Income Related Job Seekers Allowance.

To arrange a collection please call 01454 868000.

Payment

You can pay for your bulky waste collection by either credit card or debit card. Alternatively, you can pay by cheque. Please send a covering letter and cheque made payable to South Gloucestershire Council and send it to;

Streetcare

PO Box 2081
The Council Offices
Castle Street
Thornbury
Bristol
BS35 9BP

One-Stop-Shops cannot accept cash payments

PART THREE

Conditions

- only items specified at the time of booking will be collected
- items must be put out for collection by 7.00 am on the day of collection
- items must be household rubbish – the sort of thing you would normally take with you when you move house
- only take three items at a time - for instance a three-piece suite counts as three items. With this in mind, you may like to wait until you have three items before you ask for a collection
- charges will be incurred for collecting fixtures and fittings such as doors, radiators or bathrooms. This is because we do not think it right to spend money on collecting materials left behind by traders or by residents doing DIY. The cost of collecting fixtures and fittings is £59.00 for a full load and £23.00 for a single item. Cut down garden waste and rubble needs to be inspected first and then a quote will be given.
- items for collection must be out in the open, in a place our staff can reach. Our staff are not allowed to enter houses, sheds or garages because of insurance conditions
- fridges and freezers must be empty of food. They will be taken to a specialist plant where damaging CFC gases are removed, and the fridge is recycled.

PART THREE

3.4.7 Sort It Centres

There are four Sort It centres in South Gloucestershire. These are also known as household waste recycling centres or formerly as 'The Tip'. You can deposit waste for recycling, composting or landfill here. The Sort It centres at Yate, Mangotsfield, Little Stoke and Thornbury are provided for the sole use of residents of South Gloucestershire to deposit their household waste.

When to visit

Please see the information about each centre for its opening times. All the centres get busy at weekends and bank holidays and so you may have to queue. Please leave plenty of time or use the site during quieter days (Tuesday – Friday).

Public safety at Sort It Centres

It is important that visitors recognise that household waste recycling centres can be a dangerous place as residents are often handling bulky and sharp materials in unfamiliar surroundings.

When visiting a Sort It centre please take extra care when lifting bulky objects from cars and when handling sharp objects. Please dress appropriately (sensible footwear, long sleeves and preferably use gloves), keep children in the car and report any concerns or accidents to the nearest member of staff. We take our responsibilities seriously to keep everyone safe, and in return we ask all visitors to take extra care. Please see our safety leaflet for further information.

New for 2013:

SITA South Gloucestershire has opened Revive, a reuse shop at Thornbury Sort It Centre. Set up to provide new homes for a wide range of pre-loved items and therefore help the environment by reducing waste going to landfill, visitors may expect to find items such as golf clubs, crockery, mirrors, tables, chairs, cabinets, fishing rods, jeans, shirts and much more.

PART THREE

3.4.8 Information on compost bins and their location

Your home has been provided with a compost bin which is located in your back garden next to the footpath to make it more accessible. It can be used for disposing of garden waste and household organic waste such as; **tea bags**, **uncooked vegetables**, **fruit** and **egg boxes**. Please read the following guide for details on how to make the best use of your composter.

For further information please visit; www.recyclenow.com



Home Composting - How to Get Started

Step One - Placing your bin

It's best to site your bin on a level, well-drained spot. This allows excess water to drain out and makes it easier for helpful creatures such as worms to get in and get working on breaking down the contents. Placing your bin in a partially sunny spot can help speed up the composting process.

Step 2 - Put these in



Like any recipe, your compost relies on the right ingredients to make it work. Good things you can compost include vegetable peelings, fruit waste, teabags, plant pruning's and grass cuttings. These are considered "Greens." Greens are quick to rot and they provide important nitrogen and moisture. Other things you can compost include cardboard egg boxes, crunched up paper and fallen leaves. These are considered "Browns" and are slower to rot. They provide fibre and carbon and also allow important air pockets to form in the mixture. Crushed eggshells can be included to add useful minerals.

PART THREE



Step 3 - Keep these out

Certain things should never be placed in your bin. No cooked vegetables, no meat, no dairy products, no diseased plants, and definitely no dog poo or cat litter, or baby's nappies. Putting these in your bin can encourage unwanted pests and can also create odour. Also avoid composting perennial weeds (such as dandelions and thistle) or weeds with seed heads. Remember that plastics, glass and metals are not suitable for composting and should be recycled separately.



Step 4 - Making good compost

The key to good compost lies in getting the mix right. You need to keep your Greens and Browns properly balanced. If your compost is too wet, add more Browns. If it's too dry, add some Greens. Making sure there is enough air in the mixture is also important. Adding scrunched up bits of cardboard is a simple way to create air pockets that will help keep your compost healthy. Air can also be added by mixing the contents. After approximately 6-9 months your finished compost will be ready.



Step 5 - Using your compost

Finished compost is a dark brown, almost black soil-like layer that you'll find at the bottom of your bin. It has a spongy texture and is rich in nutrients. Some bins have a small hatch at the bottom that you can remove to get at the finished product, but sometimes it's even easier to lift the bin or to tip it over to get at your compost. Spreading the finished compost into your flowerbeds greatly improves soil quality by helping it retain moisture and suppressing weeds. Composting is the easiest way to make your garden grow more beautiful.

PART THREE

3.5 Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, non-hazardous and are suited to your home.

Decoration @ Charfield

Paint used: Dulux – Soft White

Available from: Widely

Tiles used:

Available from:

Nicobond - bumpy whites

150 x 150 mm (Kitchens)

Nicobond

200 x 200 mm (Bathrooms & WCs)

Fixings – it is important to remember that your house is constructed using a timber frame so when fixing a picture frame to the wall for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available.

PART THREE

Paints & Finishes

When choosing a paint or finish try to find one with a low environmental impact. You can do this by choosing:

- a product without a hazard warning on the label
(a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (shown in the background)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- think about using solar power for water features and lighting in your garden

Manufacturing tools use energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

PART THREE

3.6 Tips for making the best use of your Home

3.6.1 General

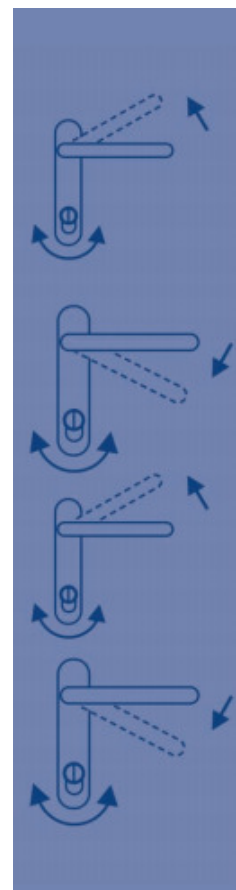
Windows & Doors

The windows and external doors in your home have been provided by Munster Joinery. These windows are Secure By Design Certified which means crime prevention measures have been applied to the new development.

Cleaning advice and tips to ensure the longevity can be found below.

Glass Cleaning Procedures

1. Clean glass from top of building to bottom
2. Never clean glass in direct sunlight – the cleaning solution will dry on the glass – the dry surface will allow scratching to occur
3. Use a solution of water and mild detergent – e.g. wash up liquid
4. Use clean grit free cloths or a clean grit free sponge
5. Rinse the glass immediately with plenty clean water to remove all detergents
6. Use a clean, lint free cloth or squeegee to dry the glass



Customer Service Department

Dene Park, Stratford Rd,
Wellesbourne,
Warwickshire,
CV35 9RY

Phone: 01789 841090

Fax: 01789 842887

Email: info@munsterjoinery.co.uk

PART THREE

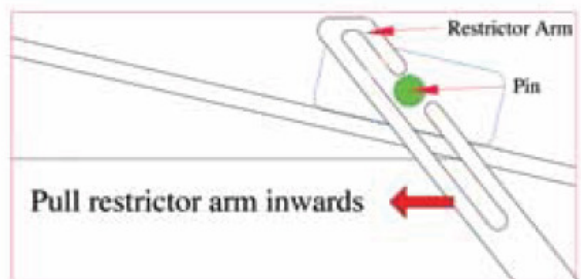
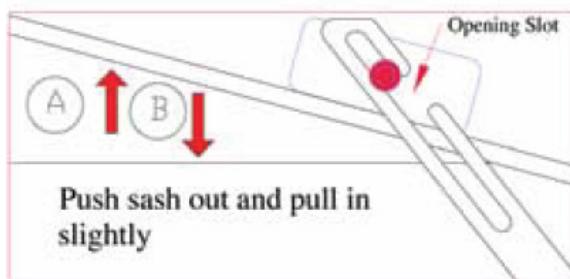
in The bedroom windows in your house have fire escape windows which are designed to ensure safe egress in case of fire. These windows are also fitted with a restrictor which limits the initial opening of the window to 100mm. This provides protection from falling to small children. These measures are necessary in order to comply with Part B of the Building Regulations in regard to Fire Safety.

It is important that the householder makes sure all occupants are familiar with these restrictors and can release them in case of fire.

To release the restrictor:

1. Open the sash out as far as the restrictor will allow
2. Then pull the sash back in slightly – (10 – 12mm, ½”) to line up the pin with the opening slot in the restrictor arm
3. Finally pull the restrictor arm inwards.

This releases the restrictor and allows you to open the sash fully. The restrictor will automatically engage when you close the sash again.



PART THREE

3.6.2 Minimising Condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they do not get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system can be installed such as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

PART THREE

There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.
- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.

PART THREE

- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

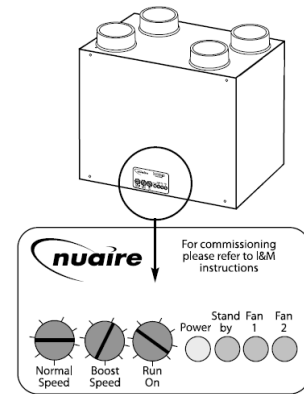
- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or you could use Detol Mould Remover which is available in all major superstores.

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3.6.3 Mechanical Ventilation MVHR

Your home has been designed to be air-tight this means that there very little natural ventilation in your home. While opening a window does provide ventilation, the building's heat and humidity will then be lost in the winter and gained in the summer, both of which are undesirable for the indoor climate and for energy efficiency.

Your [Nuaire mrxbox95](#) gives you much more in control of the climatic conditions in your home. It works by bring in fresh air from the outside and recycles the otherwise wasted heat from your bathroom and kitchen.



The heat exchanger block can recover up to 95% of the normally wasted heat.

The two independent fans have full speed control for background and boost ventilation rates as well as a run-on timer facility.

Benefits of MVHR

- Speed control on supply and extract.
- Background ventilation control/set point.
- Fan failure indication.
- Boost ventilation control/set point operated by kitchen light and switch outside of bathroom door.



A low voltage sensor, activates the system when the RH level is above set point. Incorporates overrun timer and RH set point level adjustment.

Maintenance requirements

This system has been designed to have minimal maintenance requirements. The only requirement is a filter replacement every 12 - 18 months.

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3.6.5 Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal household conditions.

However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.



Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

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To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropol laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

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3.7 Emergency Information

3.7.1 General

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the **ELECTRICITY** at the consumer unit in your Hall by flicking the switch to off

Turn off the **WATER** under the kitchen sink

You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Knightstone "Tenants' Handbook". Reference should also be made to the Knightstone "Repairs Handbook" provided in the sign-up pack.

Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your first point of contact is Knightstone Housing Association.

Knightstone Housing – 01934 524300 (9am-5pm)

Emergency contact service Invicta Telecare - 01732 781995

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3.7.2 Electrical

Smoke alarm

Your home has been fitted with an Aico Ei156TLH optical alarm in the kitchen and an Aico Ei154TL heat alarm upstairs. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

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3.7.3 Carbon Monoxide

The Carbon Monoxide Alarm which is fitted next to the boiler is there to help protect your home from the dangerous effects of carbon monoxide. It should always have a green light showing and be checked weekly by pressing the hush button to test the alarm. If the alarm fails to operate when the hush button is suppressed switch off the main supply please contact Two Rivers Housing for further advice.

If the alarm was to detect carbon monoxide the red light will flash and then the alarm will sound.

What you should do:

- (1) Open the doors and windows
- (2) Turn off fuel burning appliances (the alarm can be silenced by pressing the hush button in the same way a smoke alarm can).
- (3) Evacuate the property
- (4) Call the National Grid Gas Emergency line on 0800 111 999
- (5) When safe to do so please contact Knightstone Housing Association maintenance team on 01934 524300 or 01732 781995 (Out of Hours) so that they are aware of the situation.



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3.7.4 Plan Your Escape

Create an Escape Plan

As recommended by the Fire and Rescue Service every household should have some sort of escape plan just in case the worst was to happen. Hopefully you will never have to use it, but it is important to prepare for it so there is no delay when put into action.

The Fire and Rescue Service can help you devise an escape plan, free of charge.

Key things to consider when devising an Escape Plan

- Plan together as a family ensuring that all the children in the household know the plan and what to do in the unlikely event of fire occurring
- Consider any special arrangements that may be needed for example elderly people
- Ensure that the escape route is practicable and clear from obstruction.
- Consider where any keys necessary for escape are kept and familiarise yourself with the operation of any windows and doors which might be needed for escape.

More information on how to devise an Escape Plan can be found on the Fire and Rescue Service website (www.fireservice.co.uk).

PART THREE

3.8 Links, References & Further Information

Energy Savings Trust

21 Dartmouth Street,
London, SW1H 9BP

0800 512 012
www.est.org.uk

Recycle now

No address available

0845 600 0323
www.recyclenow.com

Waterwise

1 Queen Anne's Gate
London, SW1H 9BT

0207 344 1882
www.waterwise.org.uk

WRAP

The Old Academy, 21 Horse Fair
Banbury, OX16 0AH

01295 819 900
www.wrap.org.uk

PART FOUR

4.0 Site and Surroundings

4.1.1 Places to Visit

At Bristol Zoo Gardens you can enjoy an amazing world of animals, all within our award-winning 12 acre gardens. With over 400 species and nine animals houses under cover, it's a great day out in Bristol whatever the weather. We suggest you allow 2-5 hours for your visit to really take in everything we have to offer, find out what's on when you plan to visit us here



By visiting Bristol Zoo you will be directly contributing to the conservation of endangered species and habitats. Our admission prices include a 10% voluntary donation to help support our conservation projects.

Bristol Zoo Gardens
Clifton,
Bristol
BS8 3HA

0117 974 7399
www.bristolzoo.org.uk

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Gloucester Waterways Museum

Submerge yourself into the fascinating world of Gloucester's Victorian docks and meet the people and wildlife of our wonderful waterways.



An exciting selection of events and workshops runs throughout the year, such as Boater's Craft Demonstrations, and Roses and Castles Painting where visitors can try their hand at traditional canal painting.

Admission: 2012 Prices:

Adult £4.95

Child £3.50

Children under 4's admitted free

Opening Times: 2012

Open daily throughout the year

Open: 11am - 4pm

July - August 10.30am- 5.00pm

Gloucester Waterways Museum,
Llanthony Warehouse, The Docks,
Gloucester, GL1 2EH

01452 318200

www.gloucesterwaterwaysmuseum.org.uk

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4.1.2 Train

Your nearest train station is Stroud and is located at the map below. For further enquires and train times please contact the following;

Station info

Badminton Road

Yate

South Gloucestershire

BS37 5JF

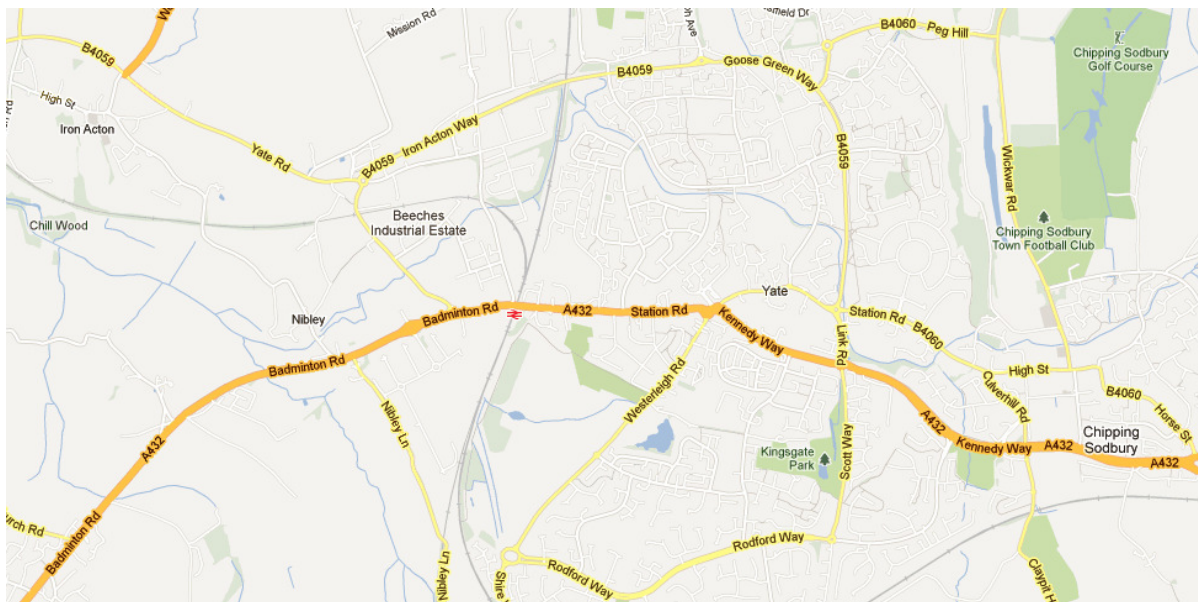
firstgreatwestern.co.uk

Buying tickets

nationalrail.co.uk

thetrainline.com

virgintrains.co.uk



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4.1.3 Bus Route

The bus service from Charfield which covers the surrounding area is the **84 Service**. You will find a timetable for this service in the appendices of this Guide. This service links the village to places further afield such as Chipping Sodbury and Wootton Under Edge.

For more bus service information please visit www.southglos.gov.uk

PART FOUR

4.1.4 Park & Ride Schemes

Due to the location of your home there are no park & ride facilities within the village but if travelling further afield to Cheltenham or Gloucester Park and Ride services can help you avoid the hassle and stress of city centre driving, finding a parking space or the expense of city centre parking.

The park and ride services operating in Gloucester are shown below.

Waterwells Park & Ride Waterwells Quedgeley GL2 2AN	The 507 Service provides a link between Waterwells Park and Ride, running directly to Gloucester City Centre Parking Fee - £1.50 all day Bus Fare - £1.20 Rtn
Arle Court Park & Ride Cheltenham GL51 6SY	The car park is at Cheltenham Racecourse, which is well signposted. The service is commercially run by Stagecoach (Service D) and operates up to a 10 minute frequency.

For further information on bus routes and services please contact:

Integrated Transport Unit

01452 425543

Gloucestershire County Council

timetables@gloucestershire.gov.uk

PART FOUR

4.1.5 Cycle paths

Cycling Information

It is commonly considered that the majority of all car journeys made are for less than five miles, by avoiding these short journeys wherever possible you can help reduce carbon dioxide emissions along with reducing noise and air pollution. The health and fitness of the cyclist can also improve.

Cycle Storage

The provision of secure cycle storage shed or similar has been provided within your home giving a convenient and safe place to store bicycles when they are at home.

As your home is situated in a rural location there are no cycle lanes so please take care when using the highway.

For more information on cycling in the region please visit the following websites;

Cycle Routes

cycle-route.com

Sustrains.org.uk

Cycle Clubs

nbcc@live.co.uk

CTCWest@ctcwest.org.uk

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4.1.6 Car Hire

Pearcebros

10 – 14 Stover Road,
Yate,
Bristol,
Gloucestershire,
BS37 5JN

01454 313556

www.pearcebros.com

Avis

Hunters Hall,
Tetbury ,
Gloucestershire
GL8 8XZ

0844 544 1902

www.avis.co.uk

Budget

Unit 1000
The Quadrant,
Ash Ridge Road,
Bristol ,
BS32 4QA

0844 544 1803

www.budget.co.uk

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4.2 Local Amenities

The following provides you with the locations of various amenities within the local area;

Schools

Charfield Primary School

Wotton Rd, Charfield, Wotton-under-Edge,
Gloucestershire GL12 8TG

01454 260518
charfieldschool.org.uk

Kingswood Primary School

Abbey Street, Kingswood, Wotton Under Edge
Gloucestershire, GL12 8RN

01453 842197
kingswood.gloucs.sch.uk

Castle School

Park Road, Thornbury, South Gloucestershire BS35 1HT

01454 862100
thecastleschool.org.uk

Bristol College

Ash Ridge Road, Bradley Stoke, South Gloucestershire
BS32 4JF

0117 312 5101
cityofbristol.ac.uk

GP surgeries

The Chipping Surgery

Symn Lane, Wotton-under-Edge GL12 7BD

01453 842214
thechippingsurgery.co.uk

Community Centre

Charfield Community Centre

07774 413965
charfield.org

Play Areas

Longs View, Charfield, GL12 8HZ
Multi-activity unit - toddler

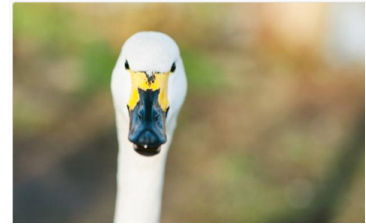
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Outdoor areas

WWT Slimbridge Wetland Centre

Slimbridge is a wetland nature reserves located in Gloucestershire. It provides unique natural habitat and wildlife, which offer amazing learning experiences outdoors.

Wildfowl & Wetlands Trust
Slimbridge, Gloucestershire GL2 7BT



01453 891900
info.slimbridge@wwt.org.uk

Cotswold Farm Park

Whether you are looking for a great family day out, the opportunity to interact with our unrivalled collection of domestic rare breeds, or the chance to learn more about farming and conservation – we have been here to welcome you since 1971, and our visitors tell us the experience just keeps on getting better.



Cotswold Farm Park, Guiting Power, GL54 5UG
www.cotswoldfarmpark.co.uk

01451 850307

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Supermarket

Tesco Stores Ltd
Thornbury, Midland Way, Bristol, Avon BS35 2BS

0845 677 9679
[tesco.com](https://www.tesco.com)

Place of Worship

Charfield Congregational Church

500m from Little Bristol
Lane

Pharmacy

Lloyds Pharmacy
43 Long St, Wotton-under-Edge, Wotton Under Edge, GL12 7BX

01453 843171
[lloydspharmacy.com](https://www.lloydspharmacy.com)

Leisure Centre

Thornbury Leisure Centre
Alveston Hill, Thornbury, South Gloucestershire BS35 3JB

0300 333 0300
[activecentres.org](https://www.activecentres.org)

Public House

The Railway Tavern
56 Wotton Rd, Charfield GL12 8SR

01453 843192
[charfieldtavern.co.uk](https://www.charfieldtavern.co.uk)

News agents

Steve's Shop
7-8 Avon Road, Charfield, Wotton-under-Edge, Gloucestershire
GL12 8TT

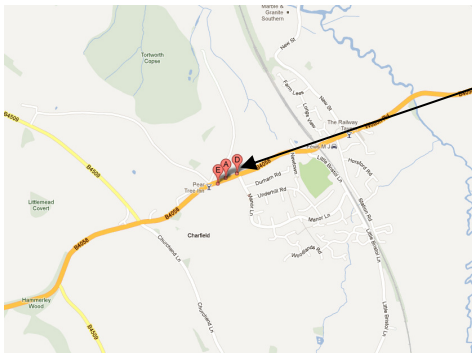
01454 260058

PART FOUR

Post Office

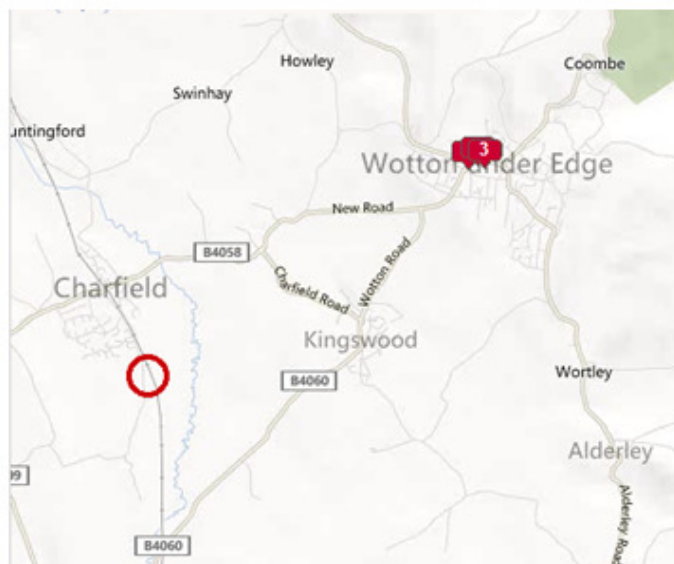
Charfield Post Office,
14 Wotton Rd, Charfield, Wotton-under-Edge, South
Gloucestershire GL12 8TP

01454 260375



Nearest Post office

Cash Points



1 InfoCash Ltd
INFOCASH THE STAR
21 MARKET STREET
WOTTON UNDER EDGE
GLOUCESTERSHIRE
GL12 7AE
1.33 miles away

Charge: £0.50

2 Barclays Bank plc
BARCLAYS BANK
21C LONG STREET
WOTTON UNDER EDGE
GLOUCESTER
GLOUCESTERSHIRE
GL12 7BX
1.38 miles away

Charge: free

3 Lloyds TSB Bank Plc
LLOYDS TSB
23 LONG STREET
WOTTON-UNDER-EDGE
GL12 7DA
1.39 miles away

Charge: free

For more cash points please visit the following; www.link.co.uk

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4.2.1 Responsible Purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Cullimore's Organics

New House Farm, Ryalls Lane, Cambridge,
Gloucestershire, GL2 7AT

Global Organic Greengrocer

5 London Road, Brimscombe, Stroud,
Gloucestershire GL5 2SH

01453 884 123

Taurus Crafts



Old Park, Lydney Park Estate, Lydney,
Gloucestershire GL15 6BU

01594 844841
tauruscrafts.co.uk

PART FOUR

4.2.2 Emergency Information

In case of an emergency please dial **999**

Contact Details of the Emergency Services



Accident and Emergency

Frenchay Hospital
Frenchay Park Road
Bristol
BS16 1LE

0117 970 1212

Police Station

Thornbury Police Station
Rock Street,
Thornbury,
Bristol
BS35 2BA

101 non-emergencies



Minor Injuries Unit

Lydney and District Hospital
Grove Road
Lydney
Gloucestershire
GL15 5JF

0300 421 8722

Fire & Rescue Service

Symn Lane,
Wotton Under Edge,
Gloucestershire,
GL12 7BQ

01452 753333

PART FOUR

4.3 Links, References & Further Information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Knightstone Housing

Central office

Station Road

Worle

Weston-super-Mare

BS22 6AP

phone: 01934 524300

E-mail: mnt@knightstone.co.uk

Web site: www.knightstone.co.uk

Opening times: 8.30am – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

South Gloucestershire Council

The Council Offices, Castle Street,

Thornbury, Bristol, BS35 1HF

01454 868009

www.southglos.gov.uk

Gloucestershire County Council

Shire Hall, Westgate Street, Gloucester, GL1 2TG

customerservicecomplaints@gloucestershire.gov.uk

01452 425000

www.gloucestershire.gov.uk

PART FOUR

CYCLING

Sustrans

0845 1130065

Sustrans is the UK's leading sustainable transport charity

www.sustrans.org.uk

info@sustrans.org.uk

Better By Bike

Everything you need to get on your bike

www.betterbybike.info

Bikeability

Bikeability is the Cycling Proficiency Test for the 21st century

www.bikeability.org.uk

contactus@bikeability.org.uk

LOCAL TRANSPORT PROVIDERS

Stagecoach West

Stagecoach West, 3rd Floor, 65 London Rd,
Gloucester, GL1 3HF

01452 418630

www.stagecoachbus.com

First Great Western

Customer Services Team, First Great Western,
Freepost SWB40576, Plymouth, PL4 6ZZ

08457 000125

www.firstgreatwestern.co.uk

SERVICES

Link

Find your nearest cash points

www.link.co.uk

Post Office

www.postoffice.co.uk

RESPONSIBLE PURCHASING ADVICE

Responsible Purchasing Initiative

0207 2423955

c/o Traidcraft Exchange, Unit 306, 16
Baldwin's Gardens, London, EC1N 7RJ

www.responsible-purchasing.org
responsible-purchasing@traidcraft.org

Energy Saving Trust

0800 512012

21 Dartmouth Street, London,
SW1H 9BP

www.energysavingtrust.org.uk

Forest Stewardship Council

01686 413916

11-13 Great Oak Street, Llanidloes,
Powys, SY18 6BU

www.fsc-uk.org
info@fsc-uk.org

Forestry Commission

0845 3673787

Public Enquiries, 231 Corstorphine Road,
Edinburgh, EH14 5NE

www.forestry.gov.uk
enquiries@forestry.gsi.gov.uk

Fairtrade Foundation

020 7405 5942

Ibex House, 42-47 Minories,
London, EC3N 1DY

www.fairtrade.org.uk

Soil Association

0117 314 5000

South Plaza, Marlborough Street,
Bristol, BS1 3NX

www.soilassociation.org
ff@soilassociation.org

PART FIVE

Appendices

5.1 Energy Performance Certificates

5.2 Electric Safety Certificate

5.3 Gas Safety Certificate

5.4 Shopper's Guide to Green Labels

5.5 European Labeling Scheme Information

5.6 Bus Timetable

5.1 Energy Performance Certificates

5.2 Electric Safety Certificate

5.3 Gas Safety Certificate

5.4 Shopper's Guide to Green Labels

5.5 European Labelling Scheme Information

5.6 Bus Timetable